

FortiClient Endpoint Solution - 5.4

Frequently Asked Questions about Fortinet's Endpoint Solution

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1. What is each device's role in Fortinet's endpoint solution?



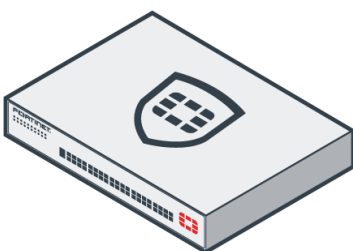
FortiClient Enterprise Management Server (EMS)

- FortiClient Installer Customization
- FortiClient Deployment
- FortiClient Provisioning (VPN, AV, WF, Vul. Scan, App. Firewall, advanced client settings)
- Real-time Monitor
- Remote Scan
- Quarantine Endpoint
- Phone Home



FortiClient Endpoint Software

- Free software to use if no central management features or support needed (download from www.forticlient.com and use features like VPN)
- Most common deployment includes:
 - Security Fabric Components
 - Secure Access Features (IPSec VPN or SSLVPN)
 - Advance threat Protection Features
 - Custom (mix of AV, WF, Vul. Scan, App. FW and VPN)



FortiClient Endpoint License for FortiGate

- Integrate endpoints in security fabric
- Endpoint Telemetry (User, IP, Mac, Avatar, Vulnerabilities, Applications Information, FortiClient Status, etc)
- Endpoint Compliance Enforcement (only authorized and secure devices gain access)

2. Product Licensing

2.1 How is FortiClient Licensed?

As of version 5.2, FortiClient is a free download (www.forticlient.com) which will continually receive updates to security services. There is an annual charge for central management features. Refer to the price list for the latest details.

FortiClient EMS: An EMS license should be purchased if you want to centrally manage endpoint deployment & provisioning (i.e. VPN configuration, etc).

FortiGate Endpoint License: An optional “add-on” license can be purchased on FortiGate if you want Endpoint Compliance and Telemetry (integration to security fabric) features.

2.2 What license does customer have to buy for Managed Endpoint solution? EMS or FortiClient license on FortiGate (FortiClient Compliance & Telemetry License)?

FortiClient EMS and FortiGate license are for two different use cases. The license customer should get depends on what solution they want. EMS license should be bought if they just want to centrally manage endpoints including customize/deploy installer, provision endpoint configuration; get real-time visibility & alert notifications.

FortiGate endpoint license is seen as an “add-on” if they want to have additional functionality, like: Endpoint compliance enforcement or integrating endpoints to FortiGate security fabric.

2.3 Do I need both EMS & FortiGate Endpoint License? Why do I need both Licenses?

You don't need to purchase both licenses; if customer just wants to endpoint provisioning then they only need EMS license. See above answer for difference between the two licenses.

2.4 My Customer only wants to do Endpoint Management & Provisioning (i.e VPN Feature). What license should he get?

They should get FortiClient EMS license for endpoint provisioning & management.

2.5 My customer only need Endpoint Compliance, can he only get FortiGate License?

Yes, customer can get only FortiGate license if they only want endpoint compliance.

2.6 Is FortiGate required for endpoint management?

No, customer without a FortiGate can also deploy FortiClient and manage them using FortiClient EMS. FortiGate is optional.

2.7 Can the customer port FortiClient license on FortiGate to EMS?

No. FortiGate and FortiClient EMS are two separate products. Licenses cannot be transferred or ported between them.

2.8 How much does FortiClient EMS license cost? How do I apply the license?

EMS has a per-seat based annual subscription license model. See price list for details.
See this Licensing video on how to apply license on EMS: [Licensing FortiClient EMS](#)

2.9 Has the FortiClient licensing changed in 5.4?

With FortiOS 5.4.0 GA we launched a new standalone Endpoint Management product called FortiClient Enterprise Management Server (EMS). EMS should be used for endpoint provisioning and management. FortiGate can be used for endpoint compliance and integration into security fabric.

Endpoint provisioning options on FortiGate has been deprecated in 5.4 as EMS should be used for provisioning.

2.10 Is FortiOS v5.0 perpetual FortiClient Endpoint License supported when upgrading to 5.4?

No, FortiOS 5.0 Endpoint license is not supported in FortiOS 5.4. When upgrading to 5.4 the old license will be lost and customer will need to purchase the subscription based license.

3. Managing Upgrade Scenarios

Scenario #1: Customer is using FortiOS v5.4.0 to provision all FortiClient features. What do they need to do after upgrading to v5.4.1?

Starting 5.4.1 FortiOS no longer supports full endpoint provisioning. Customers can still provision feature related to endpoint compliance (AV, WebFilter, Application firewall and Vulnerability Scan) but options are very limited and it is recommended that customer purchase FortiClient EMS for endpoint provisioning (i.e. VPN configuration, etc) and use FortiGate license for Endpoint compliance & integration to FortiGate security fabric.

Scenario #2: Customer is using FortiOS v5.4.0 to provision all FortiClient features and enforce Endpoint registration. What do they need to do after upgrading to v5.4.1?

As mentioned before FortiOS 5.4.1 does not support advanced provisioning so if you customer was using 5.4.0 for endpoint provisioning then they would need to migrate to FortiClient EMS. Existing eligible customer will get a Free EMS for remaining term as per the one-time promotion mentioned under section 4.

If they require both FortiClient provisioning and Endpoint compliance then they would need to use EMS license for provisioning and keep the FortiGate license for Compliance enforcement.

Scenario #3: Customer is using FortiOS v5.4.0 to configure VPN features while using their AD server to deploy FortiClient. What do they need to do after upgrading to v5.4.1?

If customer is only looking for Endpoint provisioning (i.e. VPN configuration deployment) then they would need to migrate to FortiClient EMS for full provisioning support. To help with the migration existing eligible FortiClient customers will get Free EMS for remaining term as per one-time promotion mentioned under section 4.

Scenario #4: Customer is using FortiOS v5.2 to provision all FortiClient features. What do they need to do after upgrading to v5.4.1?

All customers running FortiOS 5.2 or later when upgrading to v5.4 would need to follow the new Endpoint solution model where they need to purchase FortiClient EMS for Endpoint provisioning. Optionally they can also purchase FortiGate Endpoint license if they want Compliance or telemetry related functionality.

This is also applicable for new customers; they must use FortiClient EMS for endpoint provisioning.

4. Planning & Executing Upgrade to 5.4.1

If customers are already managing their FortiClient's via EMS then use that to push 5.4.1 installer to endpoints. If not then use your original deployment method to deploy 5.4.1 installer.

AD Environment

- Import your AD domain into EMS and create custom groups for devices as needed
- Create a FortiClient Telemetry Gateway IP List
 - Include FortiGate IPs that you want FortiClient Telemetry to connect to
- Create a custom FortiClient installation using EMS
 - Set "FortiClient Managed by" option to FortiGate
 - Assign Telemetry Gateway IP List
 - Choose features to install
- Create an Endpoint profile with the following:
 - FortiClient Configuration
 - Assign Custom Installer
- Assign endpoint profile to endpoint groups
- Download a copy of custom installer from EMS and push the new installer to Endpoints via AD. After FortiClient is installed it will phone home to EMS to get updated Gateway IP list and endpoint configuration and connect to require FortiGate for telemetry & compliance.
Note: FortiClient 5.4.2 and later installer upgrade/deployment can be done from EMS itself and you will not need to deploy installer from AD.

Non-AD Environment

- Add workgroup devices to EMS and create custom groups as needed

- Create a FortiClient Telemetry Gateway IP List
 - Include FortiGate IPs that you want FortiClient Telemetry to connect to
- Create a custom FortiClient installation using EMS
 - Set “FortiClient Managed by” option to FortiGate
 - Assign Telemetry Gateway IP List
 - Choose features to install
- Create an Endpoint profile with the following:
 - FortiClient Configuration
 - Assign Custom Installer
- Assign endpoint profile to endpoint groups for installer deployment (see FortiClient Admin guide for steps to prepare Windows machines for remote installer deployment)

FortiClient 5.4.2 and beyond

For future FortiClient installer deployments you will be able to deploy installer from EMS remotely without using AD server or having to enable windows remote deployment service or providing administrator credentials for install. This remote deployment from EMS will work for both AD and non-AD environments running FortiClient 5.4.1 or above.

Free EMS License Promotion

We have introduced a one-time EMS promotion to help with customer transition to new v5.4 endpoint solution model where FortiClient EMS should be used for provisioning and FortiGate's role is limited to security fabric integration & compliance enforcement.

Promotion Details: All FortiClient v5.2/5.4 customers (SKU: FC-10-Cxx) that have a FortiClient license applied to a FortiGate as of Q2, 2016 will receive a free EMS license for the term remaining on their current FortiClient license. This will be automatically applied for eligible customers and will be available on FortiCare by end of July 2016. Show below is sample FortiCare account with the free license: (customer can search for EMS license on FortiCare and then has to enter a HWID from EMS install to get a license file)

Product
Details

FortiClient EMS
FCTEMS0000090873

FortiClient Endpoint
Security Will Expire On
2019-08-31

Back To List

Information

General

Location

Entitlement

License & Key

Registration

Renew Contract

Assistance

Ticket List

Technical Request

Customer Service

DOA/RMA Request

Anti Virus Ticket

Product Information

General

Product Model: FortiClient EMS
Serial Number: FCTEMS0000090873
Number of Users: 200
Registration Date: 2016-07-15
Description: EMS for Forti OS 5.2 to 5.4 Upgrade
Partner: N/A
Hardware ID:

Edit

Product
Details

FortiClient EMS
FCTEMS0000090873

FortiClient Endpoint
Security Will Expire On
2019-08-31

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Renew Contract

Assistance

No License Registered!

Available Key(s)

5. Product Questions

5.1 Can non-FortiGate customers use FortiClient and EMS for management?

Yes, FortiClient EMS can be used to manage Endpoints even if customer does not have a FortiGate. (FortiGate is not required)

5.2 How do the FortiClient profile changes in 5.4.1 affect new customers?

It does not affect new customers. All new customers should be sold FortiClient EMS for endpoint provisioning functionality and optionally they can purchase FortiGate license for endpoint compliance & telemetry functionality. This is the recommended design.

5.3 How do the FortiClient profile changes in 5.4.1 affect current customers running FortiOS v5.4.0?

FortiOS 5.4.0 Customers using FortiGate for endpoint provisioning would need to migrate to FortiClient EMS. FortiClient EMS should be used for endpoint provisioning (i.e. VPN config ... etc).

5.4 How do the FortiClient profile changes in 5.4.1 affect current customers running FortiOS v5.2.0?

Before upgrading to FortiOS 5.4.0 customers using FortiGate for endpoint provisioning would need to migrate to FortiClient EMS for endpoint management. FortiClient EMS should be used for endpoint provisioning (i.e. VPN config ... etc) while FortiGate can be used for compliance enforcement & integration into security fabric.

5.5 Can we customize FortiClient installer to have only FortiClient Telemetry feature?

Telemetry feature works with Vulnerability Scan feature to provide endpoint security posture to FortiGate. You can customize installer to include only these two features.

5.6 What is the difference between EMS and FortiManager v5.4.1 to manage endpoints?

FortiManager is used for centrally managing FortiGate compliance enforcement functionality. It is not a substitute or related to EMS. FortiClient EMS is a standalone endpoint management solution.

5.7 Can we still configure AntiVirus, WebFilter and Application Firewall endpoint features from FortiGate?

FortiGate can be used to enforce endpoint compliance to these features but FortiClient EMS should be used for central Endpoint provisioning and management.

5.8 What Does FortiClient Telemetry Feature does? What is it used for?

FortiClient telemetry feature is used to integrate endpoint o FortiGate security fabric. It is used to provide endpoint information (i.e. Mac, IP, user info, user avatar, threat summary, vulnerability info, etc) to FortiGate/EMS so administrator can have greater visibility of their network. Telemetry feature also helps communicate endpoint security information so administrator can take necessary steps to secure endpoints.

5.9 Does FortiClient EMS manage MAC clients?

Yes, EMS can be used to provision Mac endpoints and get real-time visibility. Currently EMS cannot remotely deploy MAC installers but administrators can upload Mac installers to EMS and provide the download link to users for install.

6. Upgrade

6.1 What are the supported upgrade paths to FortiClient 5.4.1?

- Upgrade from FortiClient 5.2.5 or above

- Upgrade from FortiClient 5.4.0

6.2 How can I get an Evaluation License for FortiClient EMS?

FortiClient EMS Evaluation license can now be ordered via ITF.
EVAL SKU: *FC-15-EMS01-158-02-02*

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FAQ—Endpoint Management 5.4.1 v2